

SINGAPORE CHANGI AIRPORT GUIDE



SINGAPORE
AIRLINES



Civil Aviation Authority of Singapore

Introduction

An enjoyable experience awaits you at Singapore Changi Airport. A wide range of services and facilities are available at

the airport to cater to the needs of every passenger, whether it's shopping, entertainment, business or relaxation.

You'll find it all at the most popular airport in the world. Keep this brochure as your handy guide to exploring this world-class airport.

→ Passengers leaving the Transit Area

If you wish to leave the transit area, please ensure you have your travel documents, boarding pass for your connecting flight and your flight ticket. Entry into Singapore is subject to passengers meeting the Singapore Immigration requirements. Please return early, as your flight gate will close 30 minutes before the scheduled departure time. You are not required to pay any airport tax.

GETTING AROUND THE AIRPORT



Information and Customer Service Centre

For general information and assistance, approach the Information and Customer Service Counters located strategically within the transit area.



Skytrain

Take the 1-minute ride on the Skytrain which shuttles between T1 and T2 to access the facilities at both terminals. The service is free. Operates daily, 6am - 1.30am.



Handicapped and Elderly Passengers/Infants

The airport's facilities are specially designed to facilitate easy movement of wheelchair passengers. The Raffles Medical Clinic at the airport provides wheelchairs for rental from 8am - 10pm (please call 543 1118 for details). Handicapped and elderly passengers can also make prior arrangements or seek assistance with the ground handling staff at Transfer E and F. For infants, strollers are provided free of charge at Transfer E and F.



Trolley and Porter Service

Free trolleys are readily available throughout the transit area. Porter service is available upon request.



Free Singapore Tour

If you have at least 5 hours to spare, register for a free 2-hour sightseeing tour of Singapore to catch a glimpse of this exciting city. The tour includes a bumboat cruise down the historic Singapore River. Daily, 10am - 7pm (last booking at 6.30pm).



ACCOMMODATION

Transit Hotels

Relax and refresh yourself at one of our hotels located on level 3 of Departure Transit Lounges before your next flight. For reservations:

T2, Tel: (65) 542 8122, Fax: (65) 542 6122;
T1, Tel: (65) 542 5538, Fax: (65) 542 4875.



LUGGAGE SERVICES

Electronic Luggage Lockers

Stow your luggage away and shop hands free. Lockers are conveniently located near the Duty Free shops at both terminals. You can also find lockers opposite Transfer Lounge E in T2 and at the Skytrain station in T1.



Lost and Found

If you lose any items at Changi Airport, call 1800 542 9792 for T2 or 1800 542 9727 for T1.



MEDICAL SERVICES

Medical Centre and Clinics

Should you require medical assistance, call our 24-hour EMERGENCY HOTLINE at 543 2223 or visit the medical clinics located at both terminals daily from 8am to 12 midnight.



BUSINESS SERVICES

Business Centre

For business travellers, we have fully-equipped offices located at the Transit Hotel in both terminals with workstations, Internet access, photocopiers, facsimiles, telex machines and a meeting room. Secretariat and language services are also available on request. Daily, 7am - 11pm.



COMMUNICATIONS

Internet Centre

Surf the information highway at the Airport Internet Centre located at the Departure Transit Lounge North, T2, level 2, Daily, 7am - 11pm and at the Food Gallery T1, level 3, 24 hours daily.



PC and Internet Connections

Fixed line Internet connections for portable computers are available at selected telephone panels and writing tops throughout both terminals. Look out for this icon for directions. Enjoy free wireless Internet access with your laptop and IEEE 802.11 standard wireless modem card anywhere in the central Departure/Transit Lounges. Wireless modem cards are available for loan free-of-charge from the Internet Centres, or can be purchased at S\$288 per card from the Internet Centres and computer shops.



Postal and Telecommunications

For telephone, fax and telex facilities, including telegram and postal services, head for the SingTel outlets at both terminals. To make international calls, phone cards can be purchased at these SingTel outlets and the money changer counters. Local calls made inside the transit area are free of charge.



ENTERTAINMENT

Entertainment Centre

Enter the world of virtual reality games, motion rides and interactive simulators at the Entertainment Centre. There is also a café and an open-air garden terrace. Located next to the Transit Hotel at T2, level 3.



Cable Television

Cable televisions broadcasting programmes on ESPN, TNT Cartoon Network, CNN International, Star Sports, BBC and Discovery Channel are provided around the transit hall in both terminals.



Science Discovery Centre

Children and adults alike will enjoy learning from the interactive exhibits. Located opposite the transit restaurant, T2, level 3.



Lounge Music

Enjoy live piano performances at the transit bars, located at both terminals. Daily at 6.45pm and 10.30pm.



Live Performances

Enjoy special live shows and performances within the transit lounge. Approach the CAAS Customer Service Counters for more information on the performances.



SPORTING FACILITIES

Fitness Centre/ Swimming Pool

Work out at the fully-equipped gym or relax at the rooftop swimming pool and Jacuzzi, located at T1, Transit Hotel, level 3. Poolside aromatherapy and foot reflexology treatments are also available. Daily, 7am - 11pm.



OTHERS

Currency Exchange

All major currencies are accepted at the money changers found in both terminals.



Mini Supermarket

Get everything from fresh fruits to toiletries at the mini supermarket at the Departure Transit Lounge, T2, level 3. Open 24 hours.



Shower & Sauna

Refresh yourself with a hot shower or unwind in a steamy sauna. Available in the transit hotels in both terminals.



Hairdressing Salon

Unisex hairdressing salons are located in the transit hotels at both terminals. Open daily from 11am - 9pm.



Nursery

Complimentary nursery facilities are available within the Transit Hotel complex, T1, level 3.



Prayer Room

A multi-religion prayer room is available in each terminal for passengers who wish to pray or meditate.



Orchid Garden/Celebrity Orchid Garden

The Orchid Garden is set in a natural landscape of lush and luxuriant foliage with an accompanying koi pond. This is located in T2 Departure Transit area. There is also a Celebrity Orchid Centre which showcases special orchids named after statesmen and dignitaries who have visited Singapore.



Cactus Garden

Visit the world's first cactus garden in an airport housing 20 varieties of cacti native to North and South America. Located in T1, level 3 of the Transit Departure area.



Smoking Rooms

Changi Airport has adopted a no-smoking policy within the terminals. However, there are designated smoking rooms – both open-air and air-conditioned – in the transit area.

THINGS YOU CAN DO TO MAKE THE HOURS FLY BY

| IF YOU HAVE | YOU CAN |
|---------------|---|
| 1/2 TO 1 HR | Have a drink, light pastries and fresh fruits. Pick up a souvenir or the latest bestseller book, hot from the press. |
| 1 TO 2 HRS | Pick up a gift for yourself or loved ones. Check your e-mail at the PC Connection Points or Internet Centres. Catch the latest updates on World News and Sports. Have fun with the challenging arcade games at the Entertainment Centre in T2. Enjoy the live performances in the evening at the Transit Lounge. |
| 2 TO 3 HRS | Pamper yourself with great buys from our shopping mall. Savour the unique taste of Local, Asian and International Cuisine at our restaurants. Refresh yourself with a hot shower or sauna at the Transit Hotel. Visit the Cactus and Bamboo Gardens at T1, or the Orchid Garden and "Koi" Ponds at T2. Enjoy nostalgic lounge music performed by our talented musicians at selected bars and cafés. |
| 3 TO 5 HRS | Swim or get a tan at the Rooftop Pool in T1. Get a full-body workout at the Fitness Centre in T1. Have a new hairdo at the hairdressing salons. Catch your favourite show at the Movie Lounge in T2. |
| 5 HRS & ABOVE | Know more about Singapore. Join the Free Singapore Tour. Take a nap and refresh yourself at the Transit Hotel before your next flight. |

Singapore is world-renowned as a shopper's paradise, and so is Singapore Changi Airport. The amazing range of shops available at both Terminal One (T1) and Terminal Two (T2) have everything you might be looking for – from compact discs, books, and toys for the kids, to fresh orchids, perfume or even a diamond for a loved one.

Shops

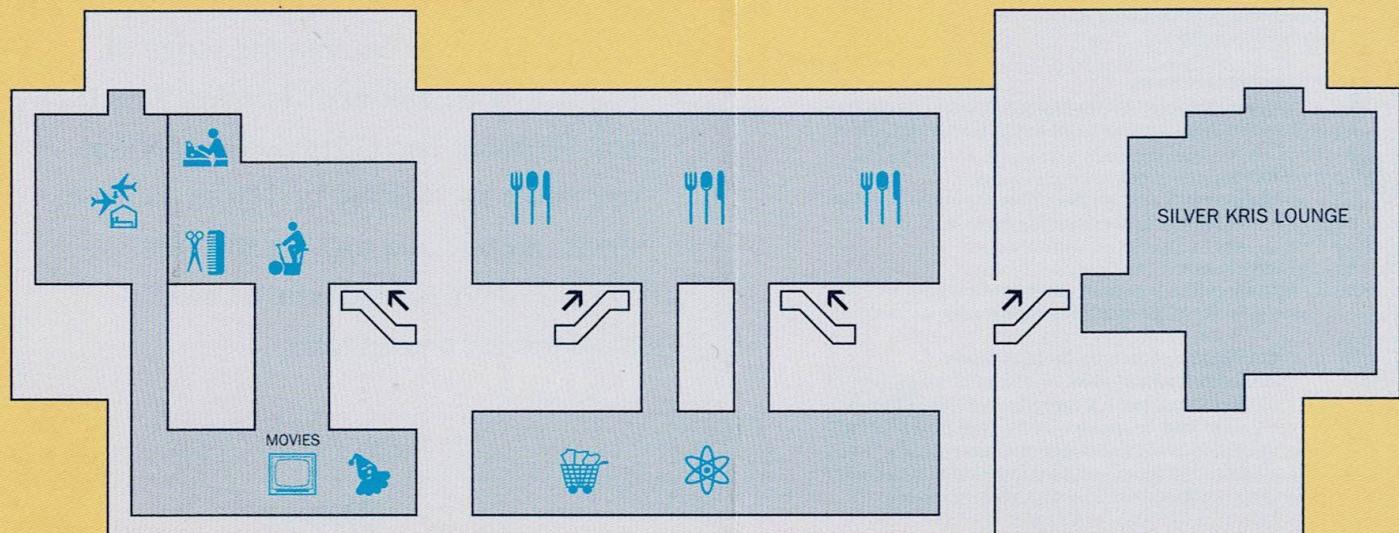
Restaurants and Cafés

If you are looking for a taste of home, you'll find a delightful range of international fare from American burgers to Japanese sushi. However, if you prefer the local taste, favourites like laksa and mee siam are available at the many restaurants, food courts and cafés located at both terminals. Simply look out for the restaurant sign  within the airport to find a dining place of your choice.

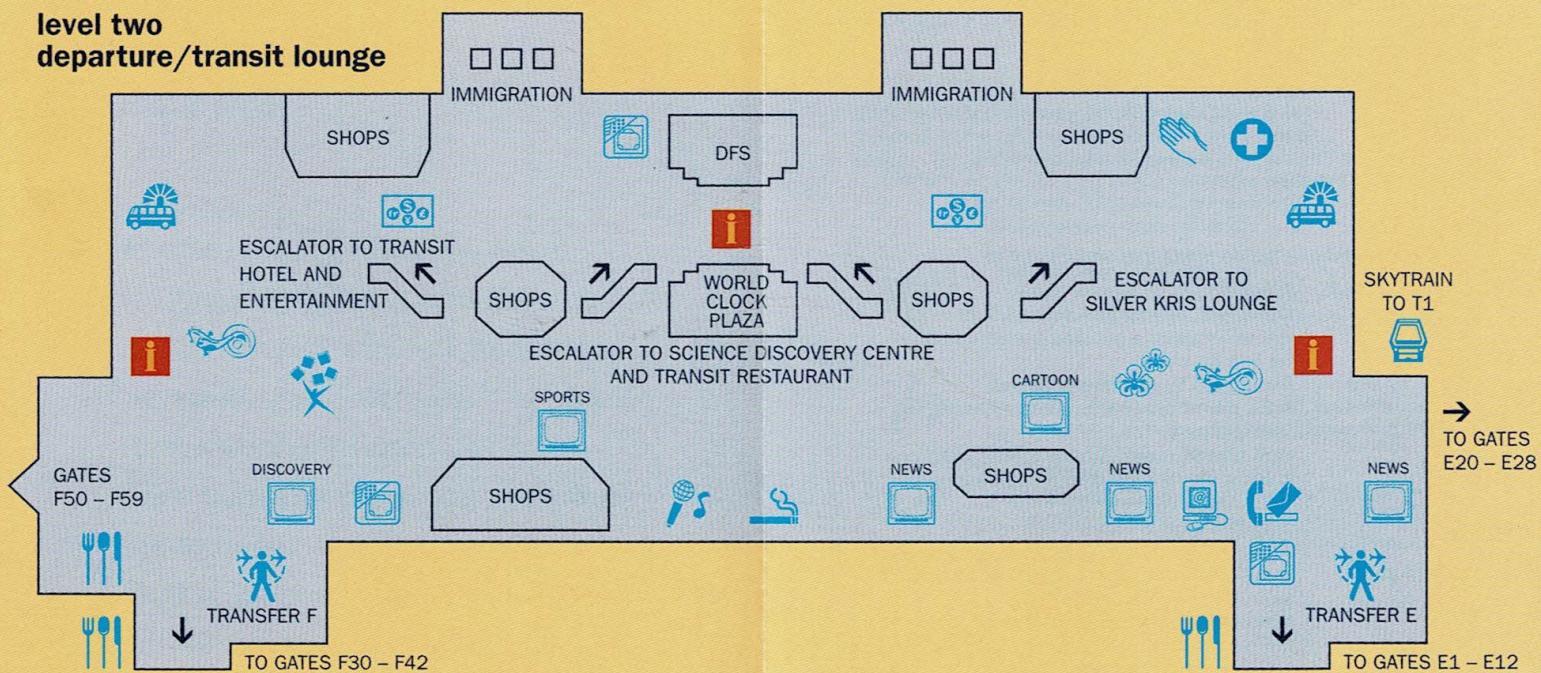
Terminal Two (T2)

Information correct at time of printing

level three



level two departure/transit lounge



Business Centre



Cable Television



Cactus Garden



Currency Exchange



Discovery Corner



Entertainment Centre



Fitness Centre



Free Singapore Tour



Hairdressing Salon



Information Centre



Internet Centre



Koi Pond



Live Performance



Lounge Music

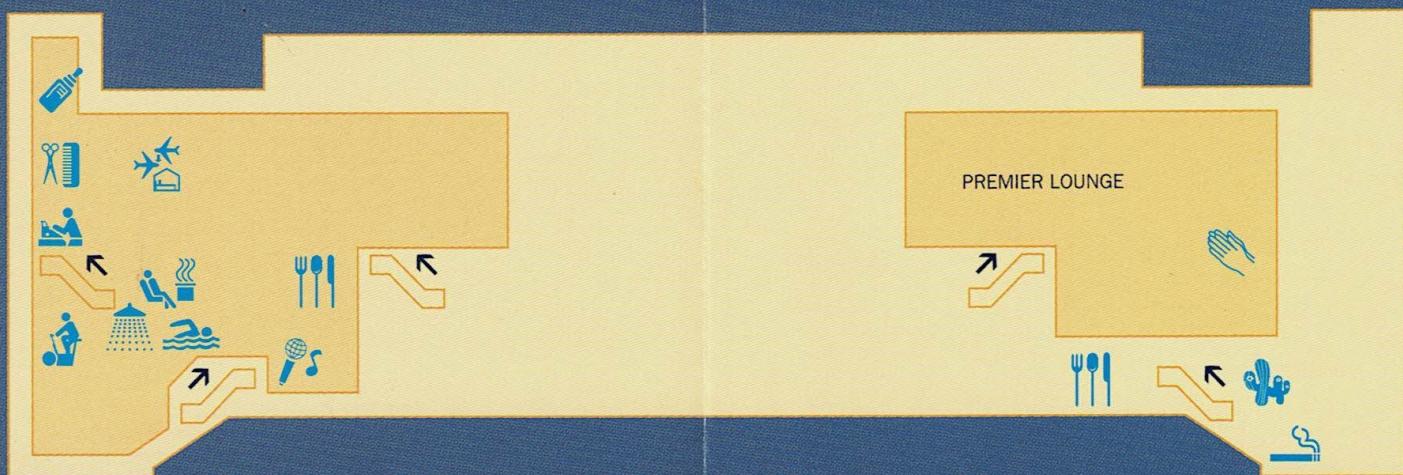


Luggage Lockers

Terminal One (T1)

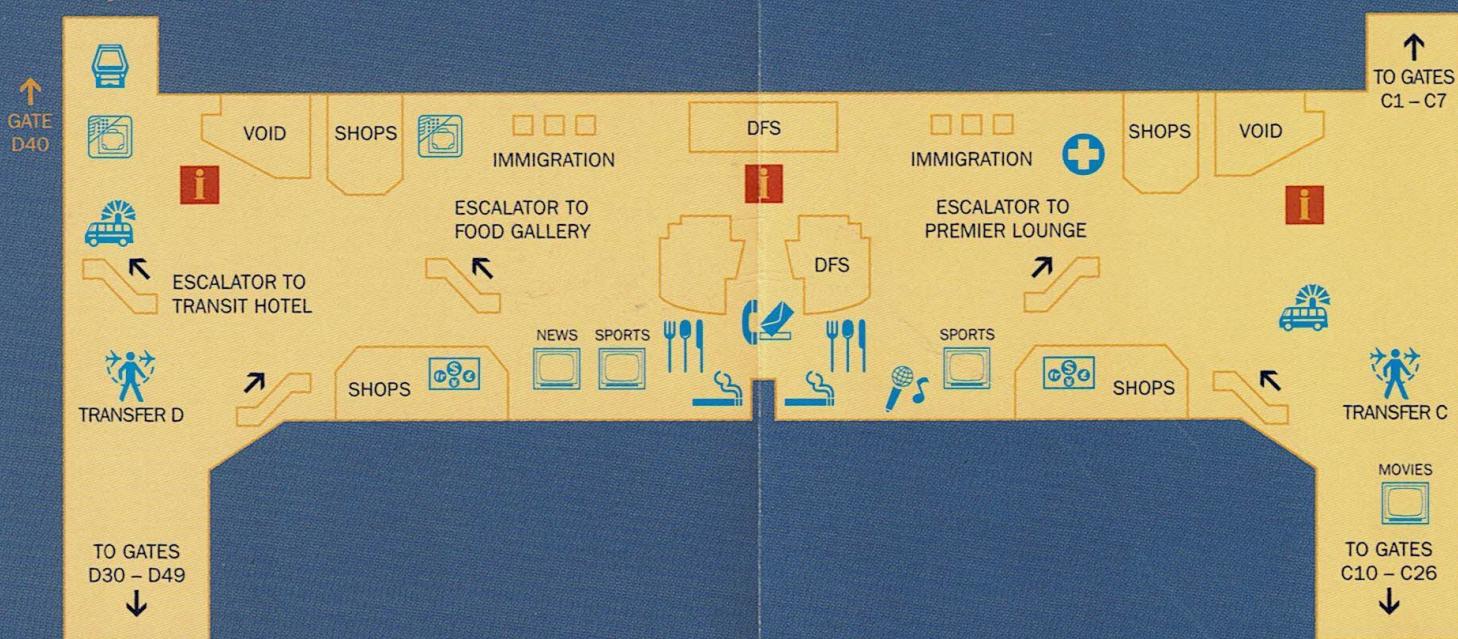
Information correct at time of printing

level three



level two departure/transit lounge

↑ TO TERMINAL 2



Medical Centre



Mini Supermarket



Nursery



Orchid Garden



Postal Service



Prayer Room



Restaurant



Sauna



Shower



Smoking Room



Swimming Pool



Transfer



Transit Hotel